

Request under Freedom of Information Act 2000

Thank you for your request for information which we received on 26th April 2023
I am pleased to confirm the following.

Does the Trust have a patient entertainment offering?

No, other than a free Wi-Fi service which connects patients/visitors to the internet.

If yes in all or some wards:**Is the system free or is there a charge for patients, or is the service chargeable for either all or some content?**

As above.

Does the system offer information services in addition to entertainment, for example nurse call or meal ordering?

No.

Does your solution use your own Wi-fi infrastructure?

Yes.

Does your solution use your own internet circuit, and if so, is this dedicated for the service?

Yes, Yes.

If so, what is the bandwidth size and utilization?

5GB, peak around 65%.

Please advise if patients can bring their own devices?

Yes.

If so, are they able to gain access to your Wi-Fi?

Yes.

If so, what services can they access on your Wi-Fi?

Anything on the Internet other than restricted websites such as adult content.

If so, are there any restrictions?

As above.

If so, how do you provide a charging facility whilst meeting your local Electrical Safety Policy?

Short circuit and over current protected USB outlets are installed, patients must not use their own chargers.

Agreed with Authorising Engineer and detailed in the policy.

Do you provide devices for patient use?

No.

If yes, what type?

If yes, what percentage of beds do these cover?

If yes, does your own IT team support the patient facing devices?

If no, do you have a managed service support partner?

What streaming services do you offer?

The Trust does not offer a streaming service.

Do you have licences for these either as individual licence per device or Trust-wide?

Are streaming services only available to those who have personal accounts setup already?

Do you help patients setup their own streaming accounts?

How many beds/wards do you have at your hospital/s?

~500

Are you able to provide a contact for Patient Entertainment, so that we can discuss further as we progress our project?

NA.

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If you are unhappy with the information received in response to this request, please address your complaint to the Patient Affairs Office at Milton Keynes Hospital NHS Foundation Trust, Standing Way, Eaglestone, Milton Keynes MK6 5LD. If, after exhausting our internal process, you are still unhappy with the information received, you may write to the Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire SK9 5AF.

If you need any further assistance, please do not hesitate to contact us at the address above.

Yours sincerely,

Freedom of Information Co-ordinator
For and on behalf of Milton Keynes Hospital NHS Foundation Trust

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